TAOP TRICARE Advanced Course 2010

TRICARE Systems





TRICARE Systems Objectives



- ☐ Assistance Reporting Tool (ART)
- ☐ TRICARE4U
- ☐ TRICARE Online Enterprise Wide Referral & Authorization System (EWRAS) AKA: ENAS
- ☐ Move It System





Assistance Reporting Tool (ART)

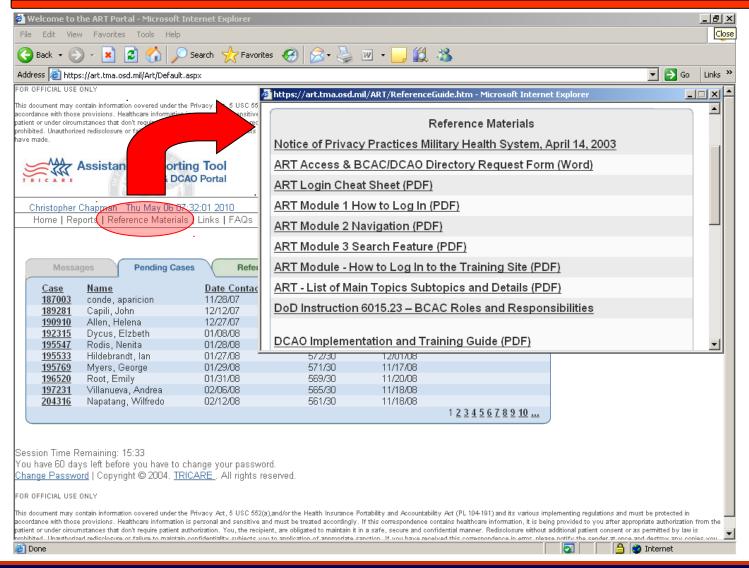




- ☐ Login regularly. Will ensure that your account does not get deactivated (Not logging in for 90 days) & your name remains available for referring cases
- ☐ <u>Include NAS Issuance # when returning</u> <u>authorization cases to TAOP</u>
- Request open cases to be transferred to the incoming POC and your account to be closed before departing.
- ☐ Can now login via CAC card.
- ☐ Technical issues? Login issues? Case transfer requests? Contact the ART Team: bcacdcao@tma.osd.mil
- ☐ Reference & training manuals...











TRICARE4U



TRICARE Systems TRICARE4U



- ☐ Not only for checking status of & researching claims; can also be used to:
 - Check eligibility
 - Check OHI coverage
 - Check out-of-pocket expenses (Cost-shares/Deductible and Catastrophic Cap)
 - Download various TRICARE related forms such as the Third Party Liability form, OHI Questionnaire, Authorization to Disclose form, etc.
 - Securely contact WPS' customer service department.
- Beneficiaries can register for their own account
 - All claims for FMs > 18 years will not appear under the sponsor's account; they will need to register for their own account
 - Beneficiary tepothereofistiation walkthroughs available: TAOP themselves





TRICARE Online - Enterprise Wide Referral & Authorization System (EWRAS) AKA: ENAS



TRICARE Systems ENAS



No Longer Being Used





Move It System



TRICARE Systems Move It System



No Longer Being Used



TRICARE Systems Questions







TRICARE Systems ENAS



- 4 types of authorizations:
 - 30 Day-Good for 30 days from date of admission
 - Chronic Care-Good for 1 year from the date of admission
 - Retroactive-Valid for 1 specified past date of admission
 - Retroactive Chronic Care-Valid for 1 year from date of admission
- ☐ Search for authorizations using patient's SSN, not the sponsor's; unless the sponsor is the patient;)
- ☐ Trouble creating an account or logging in? Contact your local system administrator.
- ☐ Technical Issues? Contact OCONUS CS:
 - Japan: 00531-1-20743; S Korea 550-6474; Guam; 1-866-637-8725
 - You must request "Tier 2" support!



TRICARE Systems ENAS



- ☐ Self-paced NAS training available at MHS Learn:
 - https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/m hsstaff_login.jsp
 - MTF System Administrator/Appointing Supervisor –
 60mins
 - NAS Originator and Reviewer 45mins
 - NAS Rules Manager 30mins



TRICARE Systems Move It System



Reprocess claims denied for lack of authorization ADSM denied claims - ADFM POS claims (Codes 303 & 307 only) ☐ Each designated MTF POC receives weekly notification from WPS via email to download their MTF's denied claims list Once care has been authorized, the lists are forwarded to TAOP where they are consolidated, compiled & forwarded to WPS for adjustment/reprocessing - No action taken on denied claims where no authorization is annotated. Denied claims only sent once by WPS. ☐ Approx 4-6 weeks for claims to be adjusted & reprocessed POC's responsibility to monitor status of these claims in TRICARE4U ☐ Technical issue? Forgot login/password? Need training? Contact TAOP